



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Sage Telecom, Inc.**  
**for Filing Period 10/1/2009 to 12/31/2009**  
**Tracking Number 3175**

**Performance Data - Code Part 730**

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	146.00 *	56.00	67.00 *	89.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	98.00 *	50.00	61.00 *	69.67 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	81.50% *	79.60% *	84.00% *	81.70% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.52	1.29	1.43	1.41
H. Percent Repeat Trouble Reports Section 730.545(c)	6.00 %	6.00 %	7.70 %	6.57 %
I. Percent of Installation Trouble Reports Section 730.545(f)	16.00 %	14.50 %	14.00 %	14.83 %
J. Missed Repair Appointments Section 730.545(h)	8	7	6	7
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$241.30	\$167.70	\$61.35	\$470.35
B. Number of credits issued for repairs - 24-48 hours	34	23	9	66
C. Number of credits issued for repairs - 48-72 hours	9	10	5	24
D. Number of credits issued for repairs - 72-96 hours	1	2	0	3
E. Number of credits issued for repairs - 96-120 hours	3	0	0	3
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	22	20	20	62
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$79.00	\$0.00	\$0.00	\$79.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	1	0	0	1
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	5	7	1	13
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0